

# Complaints Policy

## Our Commitment

Schoolreaders values your feedback and is committed to providing the highest quality service and to continuous improvement. We aim to handle complaints fairly and effectively.

## How to Complain

You can submit a complaint by:

- o Email: [office@schoolreaders.org](mailto:office@schoolreaders.org)
- o Post: Schoolreaders, Brickhill Dr, Bedford MK41 7PH
- o Phone: 01234 924222
- o In person: To any staff member or Trustee

Please provide your contact details, a description of your complaint, and your desired outcome.

## Our Process

We will acknowledge your complaint within 10 working days and aim to provide a full response within 20 working days. If you are unhappy with the outcome, you can appeal.

## Confidentiality

We handle your information sensitively and confidentially in accordance with data protection legislation and our privacy policy.

## Escalation

If you remain dissatisfied, you are be able to escalate your complaint to:

- o Charity Commission: <https://forms.charitycommission.gov.uk/raising-concerns/>
- o Fundraising Regulator: <https://www.fundraisingregulator.org.uk/complaints/make-complaint>
- o Advertising Standards Authority: <https://www.asa.org.uk/make-a-complaint.html>